Andrés Efrén Castillo Estrada

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Professional Summary

Customer-focused and technically skilled support and sales professional with over 10 years of experience in customer service, technical support, sales, and lead generation. Proven success in remote work environments, leveraging empathy and communication skills to deliver excellent client experiences. Experienced mentor and escalation manager fluent in English and Spanish. Strong background in **financial services, negotiation, and credit management**.

Core Competencies

- **Customer Service & Technical Support**
- **Lead Generation & Sales Outreach**
- **Credit Analysis & Negotiation**
- **Cold Calling & Business Development**
- **Escalation Management & Training**
- **Nonviolent Communication & Conflict Resolution**
- **Mindfulness & Stress Management**
- **Remote Work & Self-Motivation**
- Tools: Microsoft Office, Salesforce

Professional Experience

Credit Buyer / Business Development Representative — Bill Gosling Outsourcing (GLS Global Lending Services Bank), Costa Rica

May 2025 – Present

- Structured credit deals aligned with GLS risk and profitability guidelines.
- Negotiated financing terms and communicated credit decisions promptly.
- Conducted **cold calling and outbound sales outreach**, generating new business opportunities.
- Built and maintained strong dealer relationships through daily communication and responsiveness.
- Assisted customers with account updates, inquiries, and complaints.
- Applied **C1-level English proficiency** in bilingual communications.
- Leveraged negotiation and de-escalation skills to resolve conflicts and objections.

- Collaborated with internal teams to ensure customer satisfaction and accurate client records.

Customer Service Specialist — ROADIE App, United States (Remote)

May 2024 – May 2025

- Provided customer service for Roadie, connecting individuals with drivers for same-day, local, and interstate deliveries.
- Resolved customer inquiries and supported drivers, ensuring smooth delivery processes and high customer satisfaction.
- Enabled flexible gig opportunities by facilitating communications between senders and drivers.
- SME in the usage of Salesforce.

Tier 1.5 Technical Support Agent — Movate / Vonage Business Enterprise (VBE), Remote

Early 2022 – Early 2024

- Served as subject matter expert in call routing and device registration processes.
- Managed escalation tracking, delivered training, and provided Tier 1 support.
- Fostered a collaborative team environment in a remote work setting.

Outbound Calling Agent — Harmon Research (Remote)

September 2018 – January 2022

Customer Service & Chat Advisor — Concentrix

November 2017 – July 2018

Sales Agent — Leading Market Research Company (ADMAX Project)

November 2011 – December 2012

Education

- Salesiano Don Bosco (1996 – January 2007)
- Orleans Institute — Practical Conversational English
- University of Costa Rica (Escuela de Artes Musicales)
- Cyber U — Graphic Design Training

Technical Skills

- Microsoft Windows, Microsoft Office Suite
- Salesforce
- Internet Browsers (Internet Explorer)

Languages

- Spanish: Native (100% fluent written and spoken)
- English: Full professional proficiency (100% fluent written and spoken)